

COMMUNICATIONS AND ALERTING

Primary Agency: Department of Safety – State Police

Support Agencies:

Department of Resources and Economic Development (DRED)
Department of Safety – Bureau of Emergency Communications (E-911)
Department of Safety – Bureau of Emergency Management (BEM)
Department of Transportation (DOT)
National Weather Service (NWS)
NH National Guard
Public Utilities Commission (PUC)

I. Introduction

A. Purpose

In the event of a State emergency or disaster, Communications and Alerting will provide communications and alerting for the State.

B. Scope

The State's emergency function under Communications and Alerting consists of personnel and equipment, including Federal, State, local, and volunteer resources essential to coordinate and disseminate information before, during, and after an impending or actual emergency.

II. Concept of Operations

A. General

Communications and Alerting manages and coordinates communications and alerting activities during existing or potential emergency conditions, using established communication organizations, processes, and procedures. Primary responsibility for the assessment and determination of communication requirements will rest with the State Police along with the appropriate support agencies.

B. Organization

The Incident Command System (ICS) structure is what the State of New Hampshire is to operate under. The diagram's intent is to show status/function not organization lines. Presidential Decision Directive (PDD) #5 requires the establishment of the ICS System.

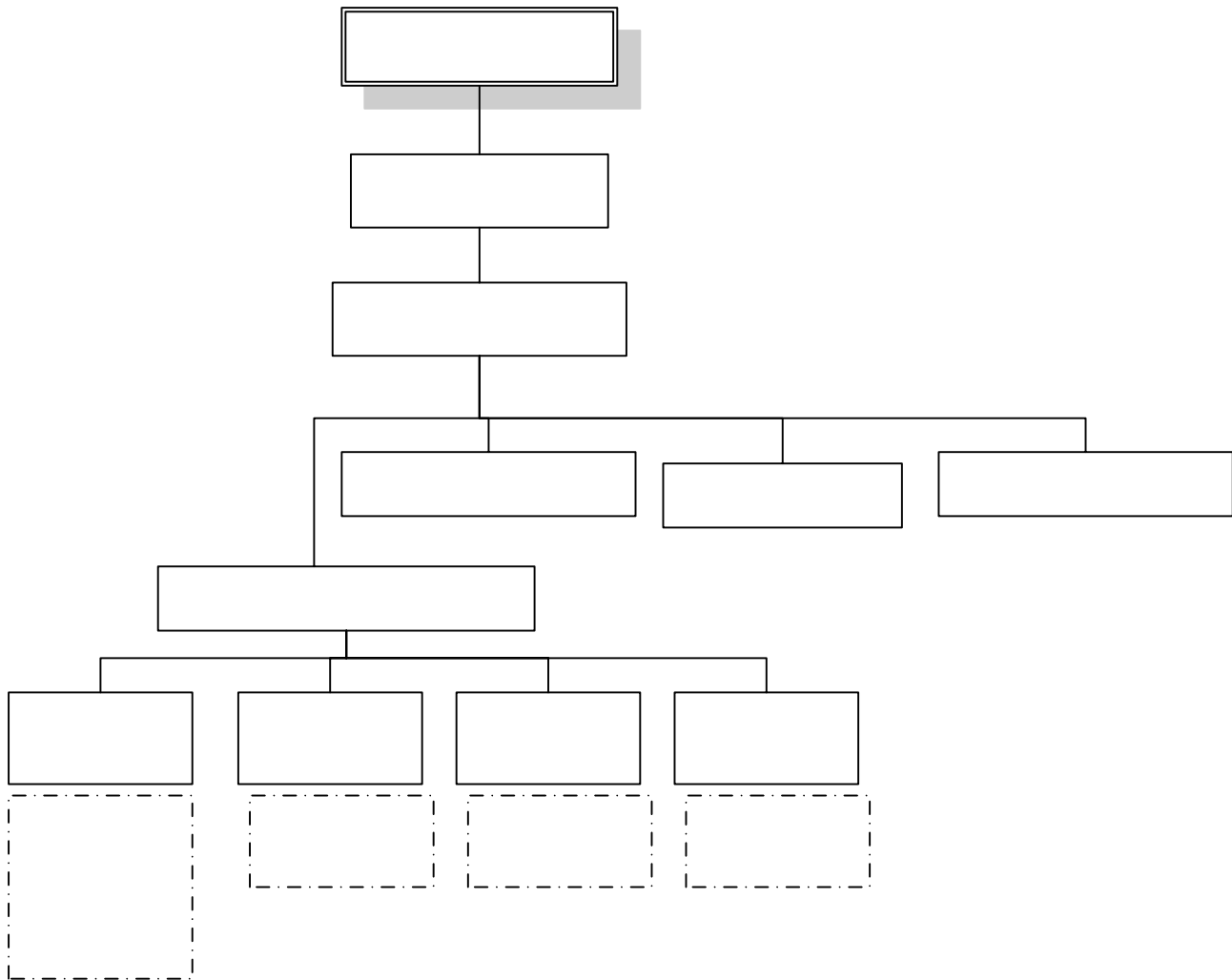


Figure 2-1: Functional Organization of Communications and Alerting

Full Activation

Upon full activation, the communications team, as illustrated in **Figure 2-1**, will be alerted and assume responsibility for implementation of Communications and Alerting.

C. Notification and Activation

The primary agency will initiate the notification sequence in accordance with prescribed activation guidelines identified in standard operating procedures/guides (SOPs/SOGs).

D. Emergency Response Actions

Immediately following the notification sequences, the following actions should occur:

1. Establish and maintain close contact with local, State, Federal agencies, and volunteer organizations, as appropriate.
2. Provide communications support for the mobilization of State resources, as required.
3. Task support agencies as necessary to carryout Communications and Alerting responsibilities as assigned.
4. Assist in the formulation and dissemination of information and notification to the public of an impending or present emergency.

E. On-going Actions

1. The Bureau of Emergency Management (BEM) Director, in consultation with the State representatives, will determine the requirements to sustain the continuing efforts. Factors to be considered in establishing these requirements can include but are not limited to, the following:
 - a. Determining additional communication needs.
 - b. Determining the adequacy of local, State, and Federal communication networks.
2. As on-going operations progress to the recovery phase, and ESF response efforts are terminated, the BEM Director, may allow selected emergency response organizations or personnel to return to a non-emergency mode of operation.

F. Deactivation

Partial deactivation will be determined by the extent of the current response and recovery actions and at the discretion of the BEM Director. Full deactivation would occur at the termination of the operational elements at the State Emergency Operations Center (EOC). Some elements of Communications and Alerting may continue to be operational to support the recovery phase of the operations, which may remain active for an extended period of time.

III. Roles and Responsibilities

A. Primary Agency - Department of Safety - State Police

1. Serve as the State of New Hampshire primary Alert and Notification site prior to the EOC being activated.
2. Activate Communications and Alerting and appropriate support agencies, based on type and level of emergency.
3. Maintain established secure governmental communication systems in support of Communications and Alerting functions.
4. During emergency operations, coordinate all communications requests related to local, State, and Federal agencies.
5. Establish liaison and coordinate with Resource Support, to obtain additional communications equipment and supplies, as needed, to support emergency operations and to minimize communications interruptions.
6. Utilize personnel and equipment as required, including Federal, State, local, and volunteer resources, to coordinate and disseminate information to State and local agencies before, during, and after any State emergency.
7. Monitor communication resources/requirements in support of State and local emergency operations during emergencies.
8. Ensure that an Incident Action Plan is developed for each operational period of a State Emergency and that liaison is maintained and coordinated with the EOC Operational Officer, Information and Planning and other State officers, as required.
9. Collect Communications and Alerting status information related to Communications and coordinate with Information and Planning for inclusion in the State Emergency Situation Report (SITREP) as directed by the appropriate SOG. Critical information to be provided to Information and Planning will include (but will not be limited to) situation updates on the following:
 - a. Status of communication systems

- b. Critical Facilities (infrastructure)
 - c. Staffing shortfalls
 - d. Unmet needs (personnel, equipment, etc.)
10. Serve as Primary Control point for National Warning System (NAWAS).

B. Support Agencies

1. General

- a. Provide operational support and resources, where appropriate, in support of the management of Communications and Alerting.
- b. Provide communications support to other ESFs, as requested.
- c. Assess the State's communications capabilities and resources.
- d. Provide periodic updates regarding agency activities and/or operations.
- e. Implement interagency agreements as needed to support Communications and Alerting activities/operations.

2. Department of Safety – Bureau of Emergency Communications (E-911)

- a. Maintain the State's Enhanced 9-1-1 system to support emergency operations as needed.
- b. Maintain statistical information regarding emergency call volume.
- c. Provide language line interpreter's service during emergency operations.

3. Department of Resources and Economic Development (DRED)

- a. Coordinate communications between the State Police and the local fire departments during wildland fires.
- b. Provide mobile communication interoperability support to State and local agencies.
- c. Provide communication equipment for first responders, as needed.
- d. Provide communication support via a radio repeater network.

4. Department of Safety – Bureau of Emergency Management (BEM)

- a. Serve as the net control station (NCS) for NHBEM Low Band Command & Control Network.
- b. Serve as the communications liaison with the Amateur Radio Emergency Services/Radio Amateur Civil Emergency Services/Military Affiliated Radio System (ARES/RACES/MARS) networks.
- c. Serve as the Alternate Control Point for NAWAS.
- d. Serve as the Primary Control Point for NAWAS when EOC is activated.
- e. Serve as the State's Primary Emergency Alert System (EAS) Control Point.
- f. Coordinate with the State Police for the broadcasting of alerts, watches, "look-outs," warnings, etc.
- g. Serve as the communications liaison with the Federal Emergency Management Agency (FEMA).
- h. Ensure that the EOC obtains and maintains secure communications capability, as prescribed by Department of Homeland Security (DHS).
- i. Assist in the acquisition of additional communication resources, as needed.

5. ***Department of Transportation (DOT)***

- a. Provide communication support via a radio repeater network.
- b. Provide DOT dispatching center for 24-hour operation, as needed.
- c. Provide communications equipment and support, as needed.

6. ***National Weather Service (NWS)***

- a. Issue weather related watches and warnings.
- b. As requested by BEM or the State Police, will use National Oceanographic and Atmospheric Administration (NOAA) weather radio service to issue civil emergency messages (CEMs) and provide alerts for non-weather related emergencies as a back up for BEM or State Police.
- c. Provide weather related support to State and local agencies for emergencies via telephone, NAWAS, and/or amateur radio

7. ***New Hampshire National Guard***

- a. Provide back-up communications capability, equipment, and technicians, as needed.
 - b. Maintain critical facilities infrastructure information for the State of New Hampshire.
8. ***Public Utilities Commission (PUC)***
- a. Alert all incumbent telephone companies.
 - b. Coordinate the acquisition of additional landline, cellular, and/or digital communications resources and equipment, as needed.
 - c. Serve as liaison between the State and telecommunications utilities, cable companies, and the Federal Communications Commission (FCC).

IV. References

A. Plans

- 1. New Hampshire Planning and Disaster Reference
- 2. New Hampshire Radiological Protection (Hazard Specific ESFs)
- 3. New Hampshire Hazardous Materials Specific ESF
- 4. The Federal Response Plan, April 1999
- 5. The Regional Response Plan, March 1994
- 6. Interagency Agreements
- 7. BEM Communication Plan
- 8. State Amateur Radio Emergency Services (ARES) Plan
- 9. State Radio Amateur Civil Emergency Services (RACES) Plan
- 10. New Hampshire ***Emergency Alert System (EAS)*** Operational Plan

B. Standard Operating Procedures/Guides (SOPs/SOGs)

- 1. Federal-State Inter-operability
- 2. Relocation To Alternate EOC
- 3. Radio System Consoles
- 4. Logging Terminal
- 5. Packet
- 6. Weather Computer
- 7. Federal National Message System (FNAMS)
- 8. Federal National Radio System (FNARS)
- 9. Civil Air Patrol (CAP) Radio System
- 10. Communications Van
- 11. Mobile Media Paging System
- 12. Telecommunication Device for the Deaf (TDD)

13. Telephone System
14. National Alert and Warning System (NAWAS)
15. Nuclear Alerting System (NAS)
16. Emergency Alert System (EAS)
17. Amateur Radio Systems
18. Communications Support Vehicle
19. New Hampshire National Guard (NHNG)
20. Military Affiliate Radio System (MARS)
21. Telecommunication Service Priority (TSP)
22. SHARES (Shared Resources)
23. FAX
24. Communication Supervisor Checklist
25. Alert and Notification SOG
26. Activation and Deactivation SOG
27. Cable Override Procedures
28. Secure Communications Procedures
29. Position Checklists

The above SOP/SOG Checklist documents are located in the Communications Room, BEM, and are bound into one (1) Communications document.

V. Attachments

A. Forms

1. Chronological Event Log
2. Incident Report
3. Status Report
4. Message Form
5. BEM Emergency Shift Schedule
6. State Agency Emergency Shift Schedule
7. Federal / State Point of Contact Worksheet

NOTE: All forms bound separately and are located in the State EOC.

NOTE: Finalization of this template is contingent on the completion of the State's Communication Plan.